Third Quarter, FY 1999-2000
Information Technology, Linden Thatcher, Chief Information Officer

GOALS	ACCOMPLISHMENTS/COMMENTS
Enterprise Coordination	• **GIS Activities –** MCDOT has conducted three more ARC/VIEW training sessions in Q1 FY2000. This gives the County 18 more GIS analysis to assist in critical decision making. The new GIS Domain systems have been delivered and will be online by May 2000. Work is currently under way to amend the county governance polity, A1601, to include creating an official GIS office in the county. This will be the official repository for all "published" GIS data. All county departments are invited to post their data in this repository for other county departments to use. The goal is reduce data duplication and redevelopment costs. • **Refine microcomputer procurement methodology –** The County continues to utilize the NACo contract with California Communities with cost savings. Another contract "Western States Contracting Alliance" (WSCA) is an additional procurement vehicle in place which allows for purchases directly with computer manufacturers such as Compaq, IBM and DELL, Gateway as well as CompUSA. Our analysis shows that this procurement vehicle will provide additional savings to the County, even beyond what the NACo contracts provide. Through an IGA with the State of New Mexico, this contract is available to Maricopa County departments beginning January 2000. Under this contract, we have also established special deeper pricing with DELL for an additional 6-10% for common hardware configurations. The last component of the State of AZ microcomputer contract has been awarded to Entex for the Tangram asset management product. We will be evaluating the potential for it's use within the County within the next several months. The first PC/LAN technology vendor fair was held in March and was a great success. We had participation from the majority of staff in our IT departments as well as County employees from the business areas; over 200 County employees attended this event. We have begun working with HR on a PC purchase program for County employees. • **Facilitate County-wide PC/LAN standards and management processes –** Over 20 County departments are participating in the Windows 2000 Active Directory Committee which was established in the fall of 1999. Ongoing meetings have been held to help educate the community with the features of Windows 2000 and how it relates to the Active Directory. Discussions are ongoing regarding infrastructure decisions that need to be made regarding how this Active Directory will operate within the County. A Test Lab was set up in 12/99 to provide for testing with the final release of this product. County departments such as County Attorney, Recorder, ITC, EBC, ATC and Telecom are participating in this testing. The Test network subcommittee has been working on testing our approach; we have been working with Microsoft in exploring all approaches we have for our decentralized PC/LAN environment. We will be finalizing our recommendations and scheduling a meeting with the larger Active Directory committee during the fourth quarter. • **Anti-virus Software Initiative –** Working with the PC/LAN community on the issues surrounding the utilization of the anti-virus software within the County. The expertise level of the various departments in the tools available of this software is at varying degrees. We are facilitating discussion and action on this subject with the PC/LAN managers to address the training and support issues we are facing.

GOALS	ACCOMPLISHMENTS/COMMENTS
	• **Facilitate Integrated J&LE Governance –** Provided senior program management and oversight of JLE criminal justice integration activities. Internally: organized,

Enterprise Coordination *(continued)*	facilitated and coordinated program activities to include Executive Committee and Business Team meetings and related meeting documents. Directed and facilitated hiring activities for the program IS Director position and coordinated hiring start and transition planning. Coordinated RFQ for integration needs assessment and vendor selection. Continued project management for ongoing video conference operations in JLE agencies. Initiated broad County stakeholder group and discussion on video conference needs in the new jails, currently under design. Served as consultant team member in CIO operations regarding IT budget issue requests and strategic planning discussions. Externally: continued representation of Maricopa County at State Bar Technology Committee and the Supreme Court Commission on Technology; continued participation on the National Center for State Courts' Joint Technology Committee. • **Subsequent to Year 2000 rollover, develop County Business Continuation framework –** The plan is to start on this project after the third quarter of the FY and use the baseline of existing contingency plans developed for Y2K. Downloaded existing policies from the State of Arizona and City of Phoenix to review. Scheduled meeting with Internal Audit to discuss their opinions on this area. • **Coordinate, monitor and report Year 2000 efforts –** Developed and distributed the Final Y2K Program Report for management on overall accomplishments, lessons learned, and recommendations; completed remaining oversight meetings in January and March following the year-end rollover and the leap-year rollover; reported FY2000 remaining budgets to departments; reminded departments to contact OMB on any rollover funding for Y2K; continued collaboration with the State, City of Phoenix and other organizations for the leap year rollover; collected the lessons learned from all departments and included in the final report. • **Publish County Administration Systems Strategic Plan –** Near-term Strategy defined after extensive research (i.e.: meeting with consulting firms, attending seminars, hosting executive strategy sessions and client department roundtables). Near-Term Strategy has two parts: 1) Add two "bolt-on" systems to our existing system: the new *Adaytum* budget system and a new Electronic Procurement System (EPS); and 2) Enhance other key processes and systems. Development of three-year strategic plan is now underway. • **Publish Strategic Plan and Technology Roadmap, and launch pilot for Electronic Document Management –** Several seminars and conferences were attended on EDM products, the industry, and records management and archiving. OCIO is working with McDOT, Clerk of the Superior Court, and State AOC on their ongoing initiatives. • **Publish Strategic Plan for Electronic Procurement and launch EPS initiative –** Following budget approval, this project was immediately launched with the Materials Management Director as Business leader. A core pilot team has been constructed. RFP development activities are in progress with plans to issue in the 4th quarter.

Second Quarter, FY 1999-2000
Information Technology, Linden Thatcher, Chief Information Officer

GOALS	ACCOMPLISHMENTS/COMMENTS
Enterprise Management	• **Update and re-publish County technology vision and architecture** – completed August 1999. • **Technology Planning Continuum** – New initiative launched to establish annual IT planning and reporting activities. An interactive, electronic approach will be used (IT Survey) to gather data to update the Technology Roadmap and facilitate the budget process in the future. • **With CAO, publish technology budget issue review process** – completed September 1999. Technology budget issue review completed 3/00.. • **Issue new IT Governance policy and educate senior management** – completed August 1999. • **Extend Right-of-Way license terms to new carriers** – Documents are being finalized with US Sprint for the replacement of their current license with one similar to the license issued to MCI in 1998. A new five year license for Williams Communications was approved by the BOS in December 1999 with an annual license fee of $50,000 per year. We were recently made aware of active legislation at the State which would preclude government entities the ability to charge telecomm carriers for fiber buried in their rights-of-way. If this legislation is successful, it would negatively impact the ability of Maricopa County to collect over $350,000 per year. Information has been provided to the Government Relations department who is working with the appropriate individuals to uphold this fee-charging practice. • **Resource Allocation Project** – Actively supporting the CAO-created project team for implementation of a performance management program. • **Activities with the State of Arizona** – Represented Maricopa County in the Advisory Committee formed by the State of Arizona CIO office (GITA) to develop a comprehensive IT strategic plan. First item of action was to address legislation authorization for several e-business activities.
Enterprise Applications	• **Define strategy for HRINFO system** – Priority goal is to support/maintain current system while developing plan to directly access DB2 production data. Initial goal is to complete transition by June 2000. • **Partner with HR to determine strategy** – Work is underway to utilize Crystal Reports to directly access DB2 data and provide departmental reports; rollout plan will be developed. • **Budget System** – Testing is underway and project plan on schedule; training/ rollout to customers scheduled for June for use beginning new fiscal year. • **Increase e-mail integration with voice, paging and Intranet** – The EBC groupware infrastructure was enhanced to include inbound and outbound faxing. • **Increase transactional content of County website** – Developed an on-line parcel comparison application that allows citizens to obtain comparable sales price information for residential parcels. Maricopa County is the first in the nation to offer Internet access to this valuable public information. Developed and implemented a Residential Rental Property data collection form on the County website that allows the on-line entry and submission of rental information as dictated by state law. • **Add electronic commerce capability to County Intranet infrastructure** – Developed and deployed an Exchange-based Vendor Extranet to support the County IT Specialist contract. County IT Managers complete and issue RFQs via a custom-written web page on the EBC.

GOALS	ACCOMPLISHMENTS/COMMENTS
Enterprise Applications *(continued)*	• **Increase Intranet integration with groupware and workflow –** A project to evaluate, select and deploy an Exchange-based workflow engine was begun in Q3. The third-generation version of the EBC was rolled out including an integrated interface to Outlook 98. An enhanced citizen feedback facility was deployed on the County Internet site that automatically emails citizen queries to the appropriate department based on keywords. • **Complete County-wide migration to Exchange electronic mail –** All County agencies with the exception of the County Attorney have now agreed to migrate to Exchange. Current conversions in progress include the Juvenile Court, and the Public Defender. The Superior Court's migration is currently in progress.
Departmental Applications	• **Complete Pharmacy Automation System –** Project implementation is 100% complete; software is currently utilized in all pharmacy locations. • **Automate select Emergency Management Command Center functions –** Emergency Management has begun using GIS in their event drills to better respond to emergencies. All necessary computer systems purchased and installed and MCDOT is training their staff. • **Department of Medical Eligibility –** Reviewing business processes and developing plans for automating Notification/Eligibility processing; timeline to be developed by end of April. • **Implement new Permitting System for Planning and Development –** The system is installed and running in a pilot fashion now. The new permitting system is in full production and functioning as planned. • **MCDOT Imaging System –** the RFP is at Materials Management for advertising. We are expecting 90-120 days to review the submittals and award a contract. • **Implement new Roadway Management System based upon LRS and AZTech –** This is a major and essentially an unending project. We are in beta testing now with four "attributes" attached to the spatial database. ("Attributes" are synonymous with "databases".) After the beta testing is finished, ITC will be adding a new attribute about every 6-8 weeks. Two new attributes have been added. Both aid the MCDOT Operations division in roadway maintenance. • **Departmental website Updates –** Projects completed to update content and/or improve aesthetics of the following County department sites: Constables, Employee Records, Schools, Legacy Trails project, Eye to the Future project.
Business Administration	• **Submit quarterly technology benchmark performance –** ATC statistics are tracked and reported on quarterly. ITC has posted Q1 FY 2000 metrics to the EBC home page. Telecom has gathered this data for the third quarter, 1999/2000, and will have statistics for mid April. • **Meet or exceed all budget targets –** EBC, ATC and Telecomm are on track to meet all budget targets. ITC is on budget and does not expect to have major fixed asset purchases until after year 2000 and any Y2k issues are resolved. • **Develop comprehensive market analysis and compensation plan –** Compensation Plan developed and finalized. Completed Salary Advancement package for ATC, EBC, and the OCIO submitted to Human Resources. The

	increases were effective on November 15, 1999.

GOALS	ACCOMPLISHMENTS/COMMENTS
Computing Infrastructure Platforms	• **Procure and implement lower cost administrative systems platform –** RFP awarded for IBM CMOS Enterprise Server; implementation completed mid-November. • **Extend groupware-based Extranet to business partners –** Developed and deployed an Exchange-based Vendor Extranet to support the County IT Specialist contract. Vendors receive and respond to RFQs via a custom-written website. • **Implement remote desktop management –** ITC is now performing most of the desktop changes remotely. Only the more difficult issues require a technician to be dispatched to physically visit the sites. This is especially helpful when managing desktop systems that are located all over the County. ITC continues to increase its use of remote desktop management. This has drastically decreased to visits by a technician and is allowing the PC/LAN staff to focus on the more complex projects. • **Implement standardized desktop images –** ATC working on multi-year projection for future direction; will be coordinating with customers to ensure budget allocations. ITC has established standard images for several desktop types and routinely loads the appropriate image on all new systems. ITC has made arrangements for the standard desktop image to be loaded on all systems at the manufacturing facility before the units are shipped. We are very close to unpacking the system and plugging into the network with all standard software preloaded. This is a major improvement in decreasing the time from ordering systems to delivery on client's desk.
Network Infrastructure	• **Refine practices for data network security –** Telecom identified over 900 modems on the County's network and have removed most of these by finding alternatives for the users. Around 10 modems, mostly used by vendors to dial in to support county systems, still remain on the network. These still pose a potential security risk, so we will continue to find alternatives for them. Those modems that have been removed were used primarily for in/outbound faxing to a user's PC, and for remote access. We have provided a secure, enterprise alternative for both of these requirements. We are assisting the Sheriff's Office perform the same type of study and removal of modems they support; we believe there are only around 20 of these that remain. We should have these removed from the network within the next month. • **Convert largest County facilities to higher-speed backbone –** Completed the backbone upgrade at the Mesa complex, and will focus on Durango and downtown over the next two quarters. • **Migrate departments to centralized remote access –** Over the past several months, Telecom has worked closely with the LAN managers to migrate them off their departmental dialup systems to our secure, enterprise RAS (remote access system). We currently have around 750 users registered to use this system, and around 50 VPN (high speed access) users . We believe we will have around 800 - 1000 users in total by the end of the fiscal year. • **Extend high-speed options for home ISP access –** Telecom issued an RFP for high speed carrier services in March, 2000. We hope to establish contracts with all the major high speed carriers. This should allow county departments, or individual county employees, to take advantage of discounted rates when installing high speed voice/data/video connections to remote sites, or homes. We hope to have this service available by June, 2000.

GOALS	ACCOMPLISHMENTS/COMMENTS
Network Infrastructure *(continued)*	• **Research and begin development of video for training & broadcast –** Telecom and EBC have completed testing of video streaming across our network. We have agreed to the amount of multi-cast video streams we will initially plan to support, and the bandwidth they will consume. This past quarter, we piloted the delivery of video streams to a small group of users, and began evaluating their bandwidth consumption. We are working with our vendors to put a video bridge in place that will help us control bandwidth consumption of video conferencing systems on our network. • **Research and begin development of desktop video –** Telecom is identifying the video traffic and control the flow of video on the network. We are bringing in a software package for recognizing traffic and will test as soon as received. Telecom and a local video vender are researching gateways, measurements and control tools and will test in near future. Upgrading the wide area network backbone will include the router software to monitor desktop video traffic and should provide Telecom a tool for identifying and controlling. Telecom and EBC have completed testing of video streaming across our network. We have agreed to the amount of multi-cast video streams we will initially plan to support, and the bandwidth they will consume. This quarter, we will pilot these video streams to a small group of users, and will evaluate some bandwidth optimization software. • **Continue to convert outside agencies to Smartzone –** Discussions with the MRN are occurring weekly. A comprehensive draft of the IGA is now in place. We believe they are likely to convert their 1300 users onto the Smartzone by Jan. 2001. • **Evaluate integration of central telephone switch with remote sites –** Telecom and Medical Eligibility (DOME) management agreed to use the MCK platform to cost effectively extend our SL100 phone switch to 13 DOME sites. We have converted all of these offices to the new platform. The MCK device allows us to provide 5 digit dial between these offices, and with the rest of the county. It also extends the county's voice mail system to these remote offices. • **Complete digital microwave network infrastructure –** Digital Microwave Network was accepted as of December 1, 1999 with all of SmartZone traffic now residing on this platform. The SmartZone network is operational at all sites with minor digital augmentations to be completed by end of March, 2000. • **Achieve 99.999% data network availability –** New server platform for network trend analysis system installed and operational. New software being evaluated to provide network statistics to indicate availability of entire network. Plan to begin reporting on availability by the end of April.